



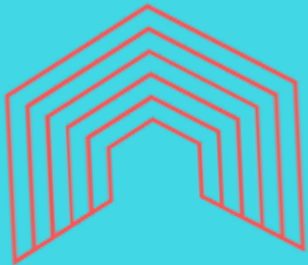
ADVOCACY & GOVERNMENT AFFAIRS COMMITTEE

The voice of the restoration contractor

INVEST IN YOUR FUTURE ▶

TPA INITIATIVE

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**Property Insurance
and Restoration
Conference**



November 5, 2020



- Educate
- Advocate
- Elevate



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INDUSTRY FEEDBACK

- Priority issues
- Task forces formed
- Research, debate, opinions
- Position statements

TPA SCORING SYSTEM

- Real data to make informed decisions
- Catalyst for dialogue with TPAs
- Improve the contractor/TPA relationship

Third Party Administrator (TPA)

SCORECARD

2020

SURVEY

- Nearly 1,000 contractors anonymously surveyed
- Scored programs they are currently on
- 6 Categories: fees, scoring & standards, contractor services, credentialing, opportunities, volume & geographical representation
- Ratings: 1 (Disagree) to 5 (Agree)
- Statements were weighted according to importance

RESULTS

- Only one TPA received more than average raw score of 3 or above
- 55 of the 60 raw scores were below 3
- Total possible weighted score: 100. Average: 50. Highest weighted score: 58.

TAKE-AWAYS

- Impressions
- None of the TPAs received strong average scores
- Scorecard benefits contractors and TPAs alike
- A tool to bring parties together
- Let's create a Win-Win!

NEXT STEPS

- More surveys
- Private dialogue
- Resolve misunderstandings
- Public discussion



FACE *the* ADVOCATE

RIA

with EDWARD CROSS

FACE *the* ADVOCATE RIA FACE *the* ADVOCATE
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The logo features the letters 'RIA' in a bold, black, sans-serif font. A thick, red, horizontal brushstroke with a textured, painterly appearance is positioned behind the letter 'A', extending from the left side of the 'A' towards the right, partially overlapping the letter's right edge.

RIA

Restoration Industry Association

RIA

Restoration Industry Association

Advocates

THANK YOU!

www.RestorationIndustry.org